

TennCareSelect
a state of Tennessee program



Volunteer State Health Plan

*Select*Kids

Resource Parent Guide



Welcome to Volunteer State Health Plan (VSHP)! We want to tell you about a special customer service team that can help answer your questions. This team is the SelectKids unit. The SelectKids unit answers phone calls from the Department of Children Services (DCS) staff members, resource parents and doctors.

Children who are in DCS custody have unique needs. The SelectKids unit makes it easy for these children to access their health care benefits. We work with the DCS and doctors to minimize barriers in health care. This brochure provides you with the information you need to access care for children in DCS custody.

Vocabulary

Here are some important words for you to know

- **BPN:** Best Practice Network
- **PCP:** Primary Care Physician
- **DCS:** Department of Children Services
- **BHO:** Behavioral Health Organization
- **VSHP:** Volunteer State Health Plan
- **EPSDT:** Early Periodic Screening Diagnosis & Treatment

What Can the SelectKids Unit Do For You?

The SelectKids unit can assist you in many ways. You may contact us if you:

- Can't get in touch with your DCS Family Services Worker,
- Need to know what doctor your child can see, or
- Need to know if your child is still eligible for benefits.

The Best Practice Network (BPN) is made up of Primary Care Providers (PCPs) who have agreed to treat children in DCS custody. These doctors have also agreed to keep medical records for the children assigned to them. This includes getting records when another doctor treats the child.

Every child is assigned to a PCP in his or her area. If the child's PCP needs to be changed, please call your DCS Family Services Worker. He or she can contact the SelectKids Unit to request this change. If the doctor refuses to see your child, please contact the SelectKids Unit **IMMEDIATELY**. Call us before you leave the doctor's office.

Two copies of your child's ID card will be mailed to the Family Services Worker at the DCS address. He or she can order cards if a new one is needed. The Family Services Worker will keep one ID card, and the Resource parent should keep the other.



TENNderCare Wellness Visits

All children in DCS custody (under the age of 21) must get their Early Periodic Screening Diagnosis and Treatment (EPSDT) exams at a local health department. This is also called a TENNderCare checkup. There are a few important things to know about the TENNderCare checkup:

- It's FREE.
- Getting it helps prevent illness and find problems early.
- The doctor will check for regular medical, mental and dental health.
- It is required for all children when entering DCS custody. **This is true even if a child had the checkup before entering custody.**

For an appointment, just call your local health department. You should call your child's DCS Family Services Worker if you need to schedule transportation. You can also call him or her to get the child's medical records.

Children in Transition

A foster child is in a transition period for six months after being released from custody. During this time a BPN PCP can continue to monitor his or her care. He or she can also still get transportation, if needed.

When a child in transition needs to change PCPs, these rules apply:

- Up to 12 years of age – you must call the SelectKids unit to request a PCP change.
- 13 to 18 years of age – the child or guardian can request a PCP change.
- 18 years of age and older – a child must request his or her own PCP change.

When to Call SelectKids Unit

You should call the SelectKids unit:

- To check eligibility
- To get PCP location and phone number.
- If the child is at the doctor's office and the doctor refuses to see him or her.
- If you need help scheduling a specialist appointment.
- If you cannot get a hold of the DCS Family Services Worker.

When to Call

DCS Family Services Worker

You should call the DCS Family Services Worker:

- To order ID cards.
- To request PCP changes.
- To coordinate non-emergency transportation.
- If you have any trouble getting dental care or getting a prescription filled.

Helpful Resources

- **BPN (Resource Parent Line):**
1-888-422-2963. Hours of operation:
Monday- Friday 8 a.m.- 6 p.m. ET.
- **Web site:** bcbst.com
- **Doral Dental:** 1-888-233-5935
- **First Health (Pharmacy):**
1-888-816-1680
- **TennCare Partner's Advocacy Line (BHO):** 1-800-758-1638
- **Health Information Library:**
1-800-999 1658
- **Nurseline:**
1-800-262-2873
- **Teen Web site:**
TeenHealthExplosion.com



vshptn.com

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No one is treated in a different way because of race, color, birthplace, language, sex, age, religion or disability. Do you think you've been treated unfairly? Do you have more questions? Do you need more help? You can make a free call to the Family Assistance Service Center at 1-866-311-4287. In Nashville, call 743-2000.

For information about interpretation and translation services, which are free to the enrollee, call 1-800-263-5479.

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